

Georgia Department of Human Services

DHS COVID-19 Updates

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stronger families

FOR A STRONGER GEORGIA



Overview

- Timeline
- Transition to remote services
- Customer trends
 - Increase in mobile app use
 - Increase in customer engagement on the web, social media
- Changes in operations and regulatory impacts
 - Division of Child Support Services (DCSS) federal performance impact
 - DAS policy changes/waivers
 - DAS temporary operating procedures (TOP)
- Funding impacts
 - DAS stimulus funding
 - Revised FY 2021 budget instructions
- Returning to in-office operations
 - Department of Administrative Services guidance
 - Reopening: expectations



Timeline

March 12, 2020	State Workforce Readiness Memo from Tim Fleming
March 13, 2020	Majority of staff teleworking Gov. Kemp issues Public State of Emergency
March 14, 2020	Chief Justice Harold D. Melton issues Statewide Judicial Emergency until April 13, 2020
March 18, 2020	President Trump signs Families First Coronavirus Response Act (FFCRA) Senior Centers Close
March 23, 2020	Gov. Kemp issues Shelter in Place for certain populations
March 26, 2020	Gov. Kemp closes schools through April 24, 2020
March 27, 2020	President Trump signs Coronavirus Aid, Relief and Economic Security (CARES) Act



Timeline

April 1, 2020	Gov. Kemp closes schools through remainder of 2019-2020 school year
April 2, 2020	Gov. Kemp issues statewide Shelter in Place
April 8, 2020	Gov. Kemp renews State of Emergency
April 30, 2020	Gov. Kemp amends Public Health State of Emergency allowing some businesses to reopen Operations for State Offices for Emergency Purposes memo from Tim Fleming
May 4, 2020	Chief Justice Harold D. Melton extends Judicial Emergency through June 12, 2020
May 12, 2020	Gov. Kemp issues Executive Order Department of Administrative Services to release guidelines on reopening state agencies



Transition to remote services

- Changes to employee experience
 - Workforce readiness
 - Issued 1,699 laptops to staff and provided access to VPN, allowing staff to work remotely
 - Issued 1,441 mobile phones and hotspots
 - Processed 127 Families First Coronavirus Response Act (FFCRA) leave requests
 - Established a Human Resources Helpline – received more than 151 employee inquiries



Transition to remote services

- Changes in operations
 - DCSS
 - Court hearings
 - Paternity testing
 - Residential Child Care Licensing (RCCL)
 - Facility inspections
 - Office of Inspector General (OIG)
 - Fingerprint background checks
 - DAS
 - In-person client visits
 - Virtual programming



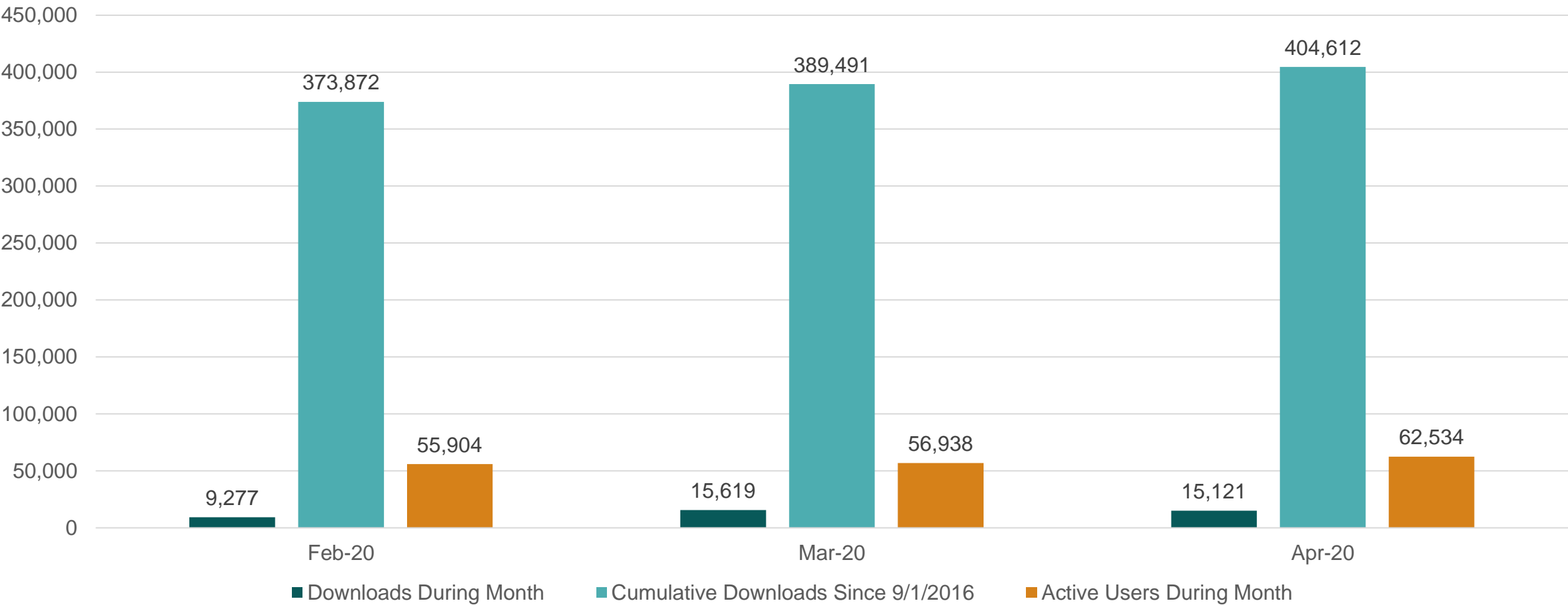
Transition to remote services

- Changes to customer experience
 - Customer engagement
 - Limited in-person contact (appointment only)
 - Weekly telephonic check-ins with clients
 - Encouraged innovation for provision of community-based services
 - Customer trends
 - Increase in mobile app use
 - Impact on web traffic/social media
 - Increase in service requests for community-based services



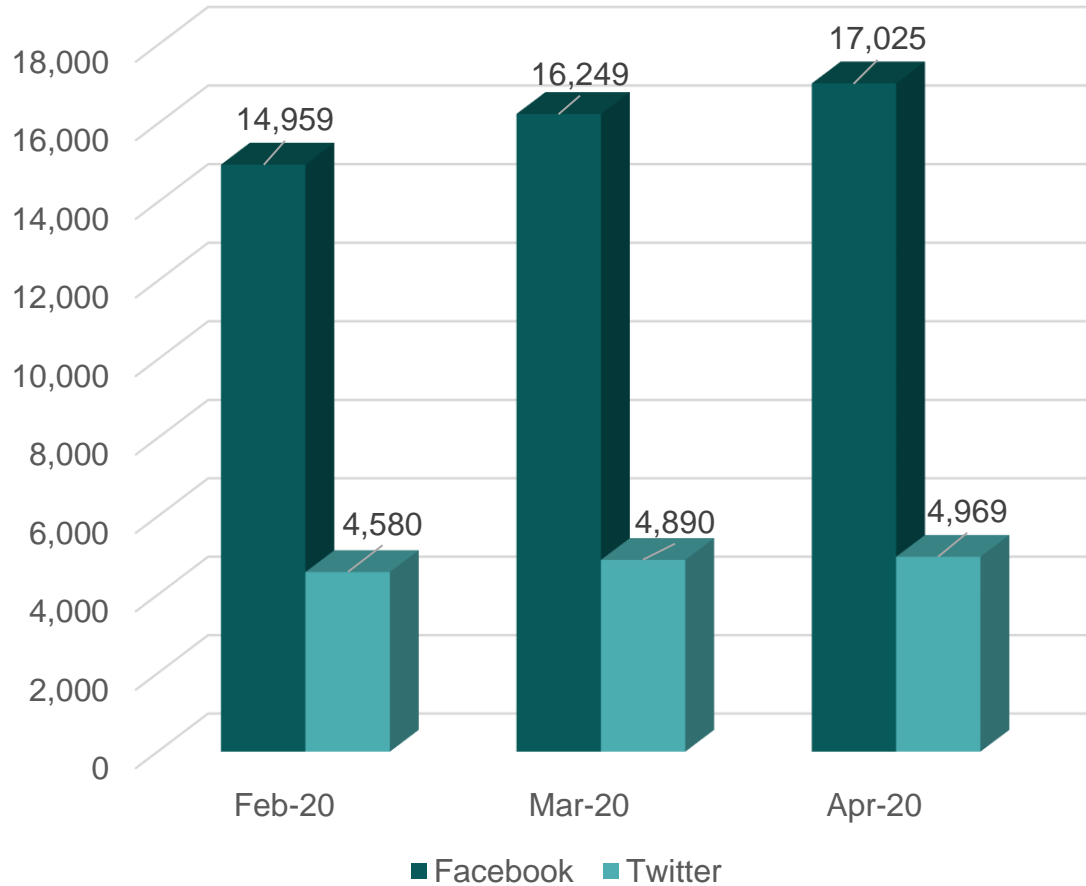
Customer trends: Mobile app use

DCSS Mobile App Data

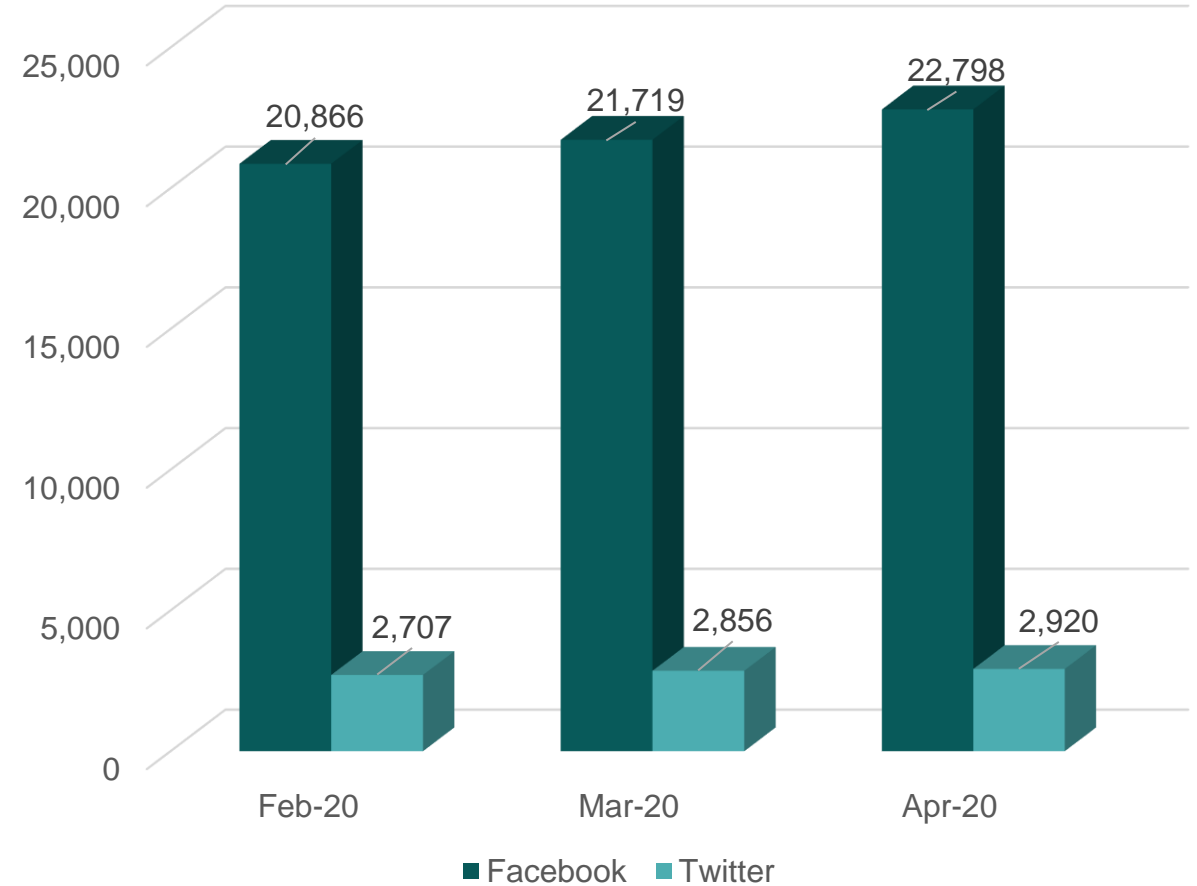


Customer trends: Social media

DHS Social Media Followers

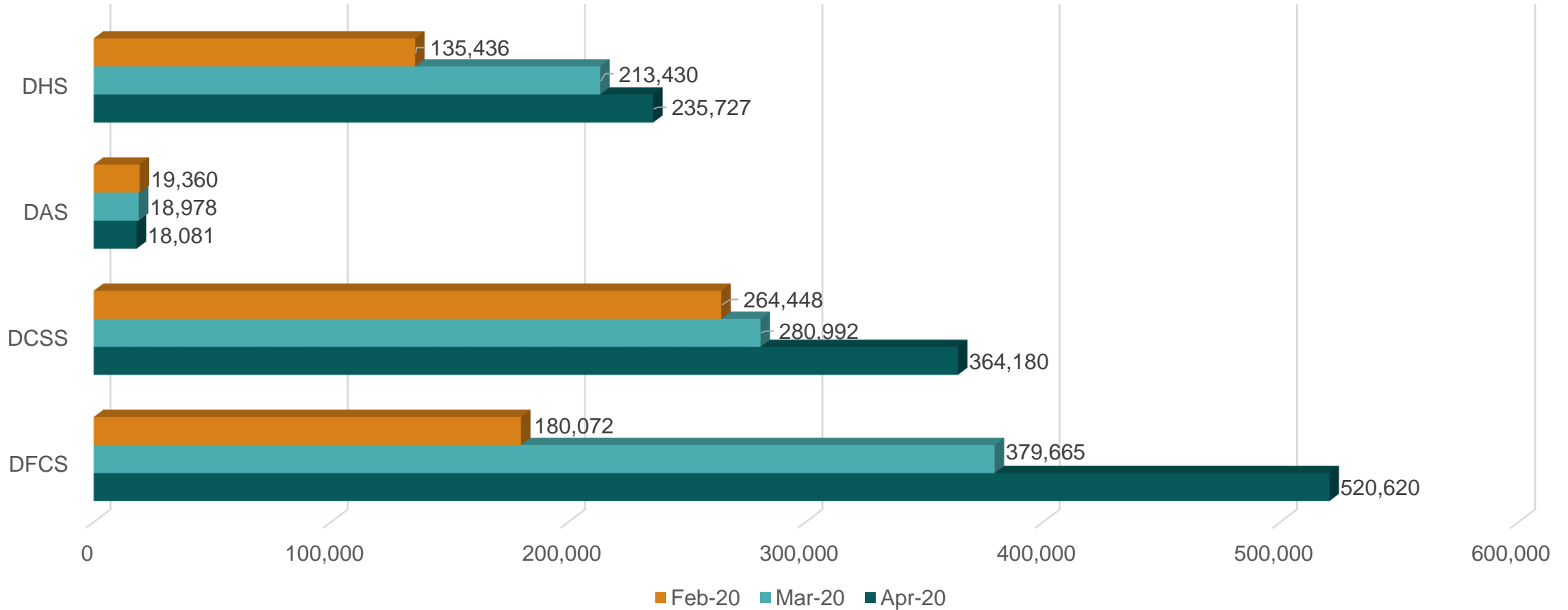


DFCS Social Media Followers



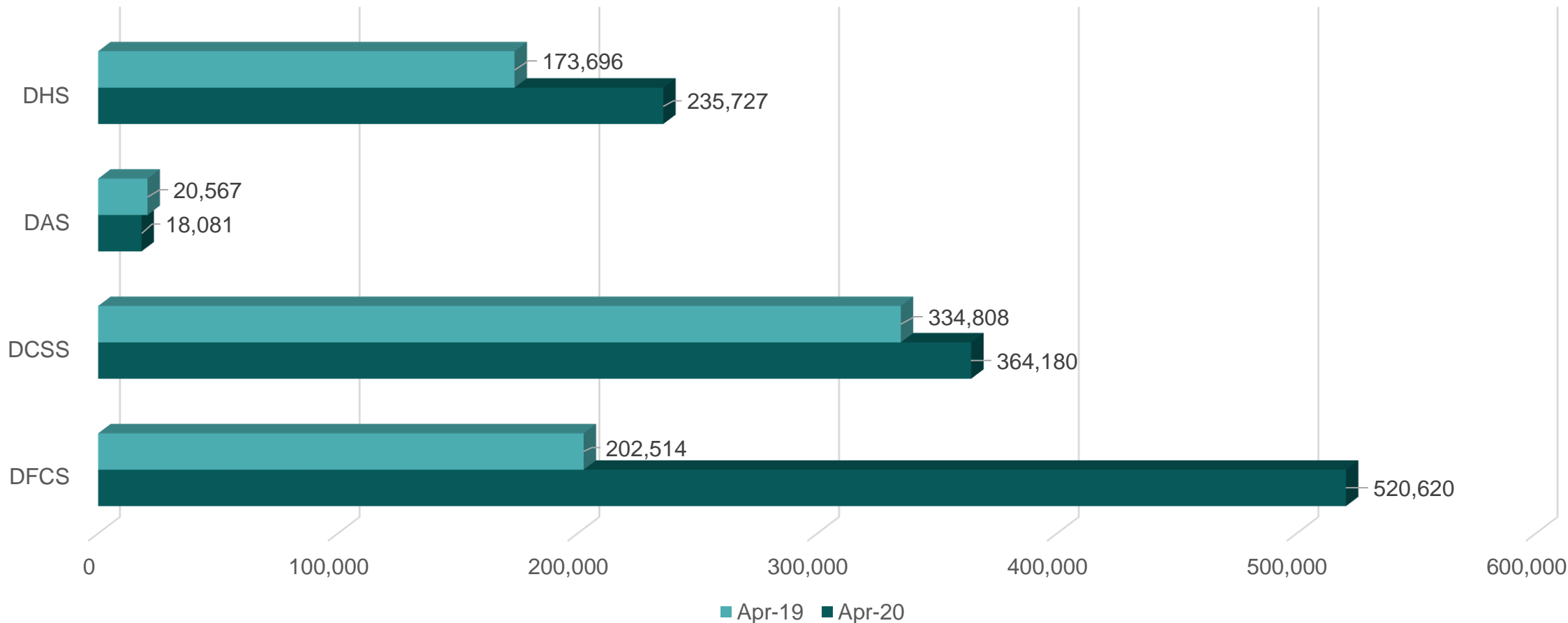
Customer trends: Website traffic

Website Visitors from February 2020 – April 2020



Customer trends: Website traffic

Website Visitors April 2019 vs. April 2020



DCSS federal performance impact

- Requested waiver from the federal Office of Child Support Enforcement
 - Federal benchmark for paternity establishment is 90%
 - Federal Fiscal Year 2020 projections: 77-85%
- Federal Office of Child Support Enforcement could not waive the requirement
 - National Child Support Enforcement Association efforts to address



DAS virtual programming

- Check-in calls to individuals; connect them through phone trees, Zoom and Facebook
- Using websites and internet links to share exercise and activity videos or phone lines and paper packets to those without internet
- Activity kits
- Local radio partnerships



DAS policy waivers

- Federal COVID-19 Policy Waivers
 - Greater latitude to move funds between fund sources
 - Waived nutritional requirements for some meal provision
 - Allowed all Older Americans Act funding to be used for any service while Federal Major Disaster Declaration is in effect
 - Allowed Congregate Meal funds to pay for home-delivered meals provided as part of a “senior center without walls” virtual experience



DAS TOP

- Adult Protective Services (APS) and Public Guardianship Office (PGO) Temporary Operating Procedures (TOP) through May 31, 2020
 - Time-limited governance of direct services during COVID-19
 - Takes measures to ensure the safety of adults with disabilities and older adults to reduce possible health risks to personnel and clients
 - Provides guidance for client contacts involving initial responses to newly assigned APS reports, monthly contacts with APS clients and monthly contacts with persons under guardianship



DAS stimulus funding

Families First Coronavirus Response Act

Congregate Meals	\$2,175,808
Home Delivered Meals	\$4,351,615
Total FFCRA	\$6,527,423

CARES Act

Supportive Services	\$5,439,519
Home Delivered Meals	\$13,054,846
Family Caregiver Support	\$2,597,565
Long Term Care Ombudsman	\$543,952
Aging & Disability Resource Connection	\$1,705,454
Total Cares Act	\$23,341,336



Transitioning to in-office operations

- Gov. Brian P. Kemp's May 12 executive order directs the Human Resources Administration of the Department of Administrative Services to issue guidance for the reopening of state offices and the return of teleworking employees to in-office environments.
- DHS preparations include:
 - Purchasing personal protective equipment, thermometers and hand sanitizer, as appropriate, reviewing and developing cleaning protocols for state and local offices
 - Social distancing efforts, staggering schedules, etc.
 - Creation of return-to-work checklist and policy updates as needed



Reopening: Expectations

- DCSS
 - Backlog of court actions for DCSS, including case establishment and contempt
 - Backlog of paternity testing
- RCCL
 - Backlog of facility inspections
- APS and PGO
 - In-person client visits



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